



South Carolina
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PROTECTING CONSUMERS SINCE 1975

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April 22, 2022

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk/Executive Director
The Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Docket 2020-247-A
Workshops Regarding the Public Service Commission's Formal Review of Its
Regulations Pursuant to S.C. Code Ann. Section 1-23-120(J)

**Department of Consumer Affairs Comments on Revised Notice of Filing and Public
Hearings Template**

Dear Ms. Boyd:

The Department is submitting this letter in response to the Commission's Notice of Follow-Up Workshop regarding notices in customer bill inserts issued on April 5, 2022. We also intend to participate in the workshop on April 29, 2022.

On February 25, 2022, the Department submitted a comment letter and suggested revisions to the Commission's Notice of Filing and Public Hearings template. To demonstrate the revisions, we used a real-world example- the notice prepared in Kiawah Island Utility's (KIU) recent rate case (Docket 2021-324-WS). During the subsequent workshop on March 2, 2022, the Department's and other parties' revisions were discussed, and it appears the Commission may have since made changes to its notices that reflect those discussions.

During the March workshop, you also asked that Mr. Terreni and I work together to address some outstanding issues primarily related to the options available for customer participation and how that information was conveyed in the notices. After the workshop, the Department's Public Information Division and I reviewed the issues and revised our prior submittal. I provided these

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additional revisions to Mr. Terreni. He has indicated that he and his client, SouthWest Water Company, are satisfied with the revisions, which are reflected in the attached document. One issue Mr. Terreni did note is that there would be added costs if the Commission's emblem at the bottom of the notice is required to be printed in color.

Below is a brief summary of some of the changes that were made to the prior Department submittal.

- Incorporated comments from the workshop on March 2, 2022.
- Revised some language and formatting to improve consistency, flow, spacing, and readability.
- Added some language from the Commission's April 5th revised templates, including the full docket name (in the heading) and the statutory references (under "Why is this Notice Important?")
- Reformatted the information so that all case information is on the first page. Added a note to the bottom of the first page directing customers to the options for participation, which are all now included on the second page.
- Combined the option for providing comments with the other options under "How Can I Participate in this Case?".
- Added a sentence to the beginning of the participation section which states "A customer may participate in the case by any or all three ways listed below." This may address comments in Lockhart Power Company's letter dated April 14, 2022.
- Option C now states "To intervene, you must file a Petition to Intervene by:" before listing the mail and email options. This may also address comments from Lockhart.
- Added Lockhart's suggested statement regarding compliance with R.103-825.
- Removed "public comments" under Option A. It is our understanding any comments that are mailed would be in the form of a Letter of Protest which is already included in that section. We also added a link to the letter of protest information on the Commission's website.

We believe these revisions address the issues discussed in March and will improve customers' comprehension of the information. One item discussed during the last workshop has not been addressed - the statement regarding filing a petition to intervene by email. We have not had an opportunity to research the legality of that issue; therefore, it remains in the attached document.

Thank you again for the Commission's efforts in this important matter. We look forward to further discussing all the filed suggestions with the Commission and other interested parties during the April 29th workshop.

Regards,

A handwritten signature in blue ink, appearing to read "Roger Hall", is positioned above the typed name.

Roger Hall
Deputy Consumer Advocate

Be Heard

You have a right to comment. You do not have to attend.

READ CAREFULLY

NOTICE OF FILING AND PUBLIC HEARINGS

Application of Kiawah Island Utility, Inc. to File Proposed Changes in Rates,
Charges, Classifications and/or Regulations for Water and Sewer Service
Docket No. 2021-324-WS

Why is this Notice Important?

- Kiawah Island Utility, Inc. is requesting a rate increase and modifications to certain terms and conditions of its water and sewer service.
- The Public Service Commission (PSC or Commission) watches over businesses that provide necessary services for day-to-day life, such as water and sewer service. The PSC has scheduled public hearings in this case and will decide what rates the utility can charge.
- Kiawah Island Utility, Inc. has requested the following:
 - Residential water service charge increases averaging \$____/____% per month.
 - Water consumption charge increases averaging \$____/____% per month.
 - Sewer service charge increase averaging \$____/____% per month.
 - (Any other important requests that directly affect consumers.)
- The case was filed according to S.C. Code Ann. Section 58-5-240 and S.C. Code Ann. Regs. 103-712.4.A and 103-512.4.A
- These hearings have been scheduled according to S.C. Code Ann. Section 58-5-240 and S.C. Code Ann. Regs. 103-817

For the Company's complete proposal visit: (Insert entire link here.)

For the entire Case visit <https://dms.psc.sc.gov/Web/Dockets/Detail/117972>.

When Will the PSC Hear the Utility's Case?

When: Monday, April 4, 2022 at 10 a.m. This hearing is virtual unless changed by the Commission.

Where: 101 Executive Center Drive, Hearing Room, Columbia, South Carolina 29210

Livestream: <https://www.scetv.org/live/public-service-commission>,

Who Can I Talk to About This Notice?

| | |
|--------------------------------|--------------------------------|
| Kiawah Island Utility, Inc. | 843-768-0641 |
| Office of Regulatory Staff | 803-737-5230 or 1-800-922-1531 |
| Department of Consumer Affairs | 803-734-4200 or 1-800-922-1594 |
| Public Service Commission | 803-896-5100 |

See Other Side for Ways to Get Involved in the Case



How Can I Participate in this Case?

A customer may participate in the case by any or all three ways listed below.

Option A: File a Letter of Protest by

- Email contact@psc.sc.gov or
- Mail to 101 Executive Center Drive, Suite 100, Columbia, SC 29210.

More information is available here: <https://psc.sc.gov/consumer-info/file-letter-protest>

Option B:

Attend public hearings **before** the PSC hears the case. If you are interested in providing comments and/or attending the public hearing, **you must pre-register**. See below:

| Dates and Times for Public Hearings: | |
|--|--|
| Monday, March 21, 2022 Morning Session: 9 a.m. to 1 p.m. Evening Session: 4 p.m. to 8 p.m. | <i>Only if needed</i> Wednesday, March 23, 2022 Morning Session: 9 a.m. to 1 p.m. Evening Session: 4 p.m. to 8 p.m. |
| Location of Hearings: | |
| In-person: 101 Executive Center Drive Hearing Room Columbia, SC 29210 | Virtual Access: Watch Live at https://www.sctv.org/live/public-service-commission , -OR- Call-In to Listen: 1-855-797-9485, Enter meeting passcode, when prompted: 2317 806 6099 |

Deadline to pre-register: 4:00 p.m. on Friday, March 18, 2022. Each testimony is limited to three (3) minutes, so everyone can be heard. All testimony will be given under oath. Testimony becomes part of the case record unless a party objects. If you would like to speak, you may sign up in one of three ways:

- E-mail communications@psc.sc.gov or
- Complete the following survey: (<https://www.surveymonkey.com/r/LKB6XPY>) or
- Call 803-896-5133

Option C:

File a Petition to Intervene. An Intervenor becomes a party in the case. Intervenors have the right to testify, cross-examine witnesses, and appeal the Commission's Final Decision. To intervene, you must file a Petition to Intervene by:

- Email contact@psc.sc.gov no later than **Monday, February 14, 2022** or
- Mail to 101 Executive Center Drive, Suite 100, Columbia, SC 29210 no later than **Monday, February 14, 2022**. Please include your email address.

****You must give a copy of your Petition to Intervene to all Parties in this case. Petitions to intervene must meet the requirements of Commission Regulation 103-825 and must be approved by the Commission.**

Persons seeking further information about these procedures should contact the Commission at **803-896-5100** or visit its website at www.psc.sc.gov.

